

## When an Emergency Strikes, We Move Quickly

Fast & efficient, at a moment's notice, with our  
PCP and **24/7** support.

### Emergency Priority

Our PCP members will have priority response at the time of their water, flood and fire emergencies over non-PCP members.

### 10% OFF

PCP members receive a 10% discount off all non-bidder water restoration, and mold remediation services performed by WRG.

### FREE Mold Remediation work

We guarantee one FREE mold job worth up to \$2,500 in remediation work, at no charge.

**In addition to  
the above, as  
WRG's  
Preferred  
Client you  
will get:**

- ✓ The WRG team on-site within 45 minutes or less.
- ✓ Automatic queue escalation and priority response for all emergency service requests.
- ✓ VIP Account management including a dedicated manager that works for you for duration of relationship.
- ✓ Free Consultation and Emergency Service Call.
- ✓ Cancellation policy with 30 days notice.

### Experience

The Water Restoration Group. WRG - has over 15 years of experience in the cleanup of water and fire/smoke damage, mold remediation, asbestos abatement, and reconstruction.

### Reassurance

Emergencies are stressful for all parties involved. WRG will bring reassurance and peace of mind knowing your emergency is handled by highly skilled and dedicated professionals.

### Quality

Damage restoration is more than water extraction and specialized machinery. WRG puts your health and safety first and gets the job done right. We bring new meaning to damage restoration.

## Emergency? Call 1-844-DRY-WATER



### Services eligible for 10% discount

- ✓ Water Extraction & Drying
- ✓ Fire Damage Restoration
- ✓ Mold Remediation

### Preferred Client Program Agreement

The Preferred Client Program (PCP) is an agreement between The Water Restoration Group and a commercial or residential property. WRG agrees to give your property priority response and your property agrees to use WRG for emergency restoration services.

### Member Benefits

- ✓ 10% discount off non-bidded water, fire, and mold services.
- ✓ We use same pricing as your insurance company. We will never bill you a unit cost your insurance company is not in agreement with.
- ✓ Priority response over non- PCP members.
- ✓ VIP invitations to seminars, lunches, events, and continuing education classes.
- ✓ No lien placed on PCP Members for late payments if delays are no fault of their own but caused by Client's insurance company

### PCP- Preferred Client Program



# WRG Dispatch Locations

**FT. LAUDERDALE**

**HOLLYWOOD**

**MIRAMAR**

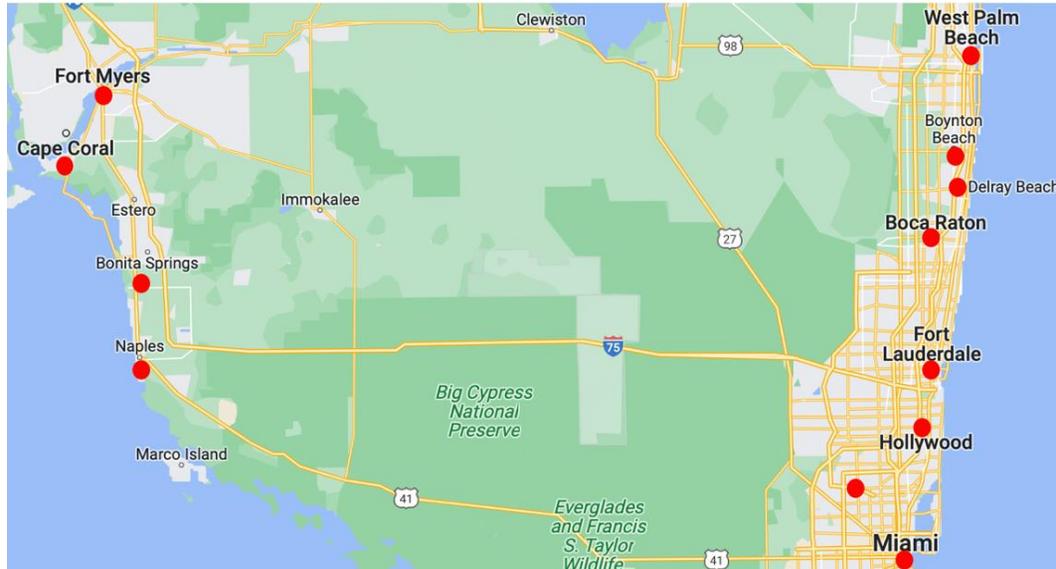
**SUNRISE**

**MIAMI LAKES**

**HIALEAH**

**MIAMI**

**JUPITER**



**POMPANO BEACH**

**BOYNTON BEACH**

**DELRAY BEACH**

**BOCA RATON**

**PLANTATION**

**FT. MYERS**

**BONITA SPRINGS**

**NAPLES**

*When calamity strikes, our Disaster Response Team will be at your door in less than 45 minutes.*

**ON CALL**



**MORE EXPERTS, MORE EXPERIENCE, MORE EQUIPMENT**

**WE PARTNER WITH THOSE THAT  
SHARE OUR VALUES**



**TRUST**

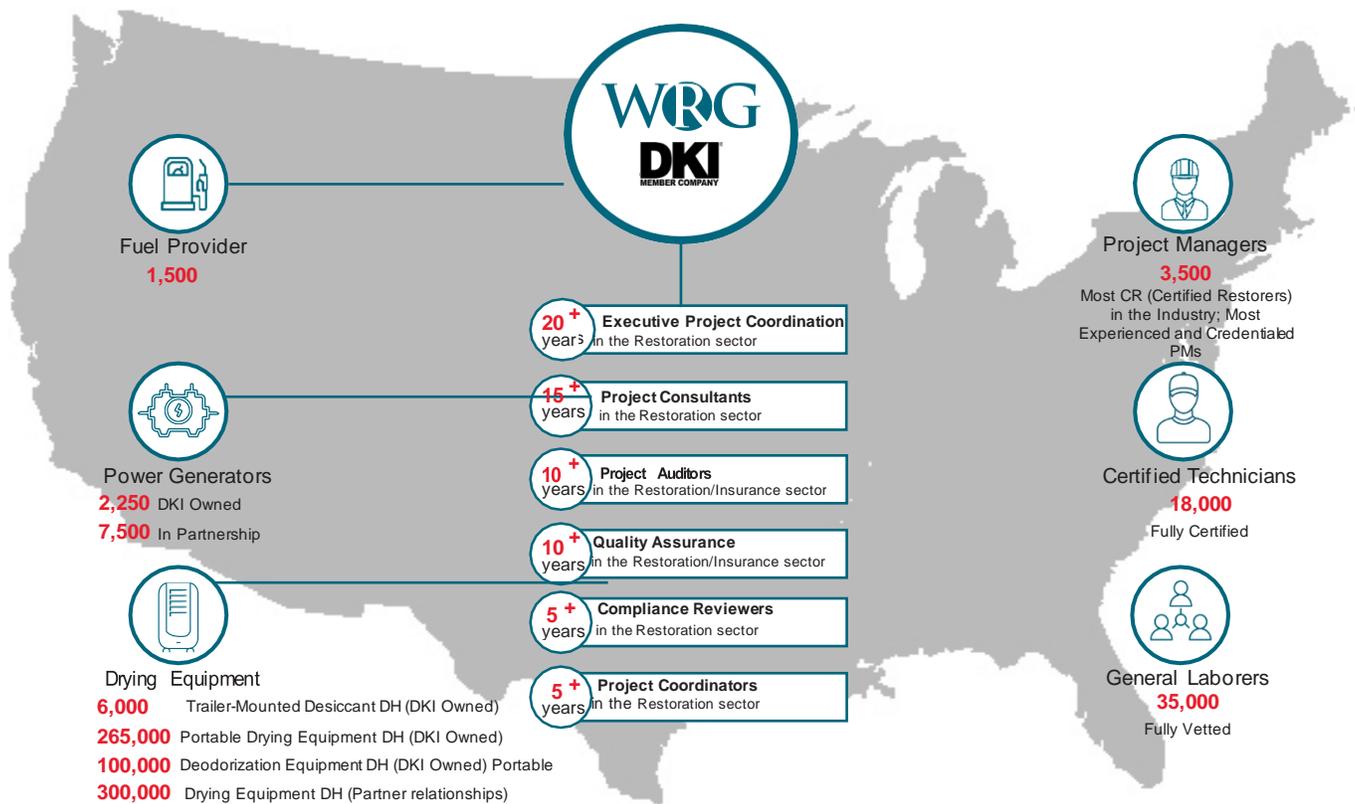
**QUALITY**

**INTEGRITY**

**1-844-DRY-WATER**  
**info@wrgfla.com**  
**wrgfla.com**

The Water Restoration Group is proud to be a member company of DKI, North America's largest disaster restoration contracting organization. DKI only allows the best to be included in their network and requires stringent credentialing unlike any other franchise in the market today.

The Water Restoration Group only partners with those that share values of quality, trust, and integrity. DKI's core principles are built on the foundation of these values. This ensures, our customer, that our team at The Water Restoration Group will provide you only the highest quality service and peace of mind that your property will be fully restored to its pre-loss condition as quickly and cost effectively as possible.



**WATER  
DAMAGE**



**MOLD  
REMEDICATION**



**ASBESTOS  
ABATEMENT**



**FIRE / SMOKE**

**EQUIPMENT**

- Fuel Providers
- Power Generators
- Drying Equipment

**EXPERIENCE**

- Project Coordination
- Consulting
- Quality Assurance

**EXPERTS**

- Project Managers
- Certified Technicians
- General Laborers

# Preferred Client Program Agreement

This Preferred Client Program Agreement is made by and between "The \_\_\_\_\_ Client", with property located at \_\_\_\_\_, and The Water Restoration Group, "WRG", in accordance with the following agreed upon terms and conditions:

## Terms and Conditions:

1. Client is entering into a contract to use WRG exclusively for any and all water/fire emergencies unless they decide to do the work in house. In exchange for this exclusivity, client is benefiting from the program benefits.
2. Anytime that any person associated with the building management or association calls WRG for emergency services, Client authorizes and directs WRG to perform all temporary/emergency work, which includes water, mold, and fire, during the term of this agreement. This agreement serves as an authorization to work for all emergency work WRG is called for and is limited to work to the property that is association responsibility as per Florida Statutes (section 718). Any disputes regarding responsibility between the unit owner/s and the Association are to remain between those two parties. Payment to WRG is responsibility of the association.
3. When job involves an insurance claim, client irrevocably assigns WRG that portion of insurance proceeds which relates to the work performed by WRG. Client further agrees and irrevocably directs insurance carrier to pay WRG directly for such work. Client shall advise WRG within five days of receipt of insurance proceeds.
4. WRG will supply tools, equipment, materials, labor and other necessary items, and sub-trades as needed to mitigate the damages to your building.
5. Discounts and terms of this agreement apply ONLY to association listed on the PCP agreement. Special pricing and discounts do NOT apply to work for which a unit owner or any other party is made responsible or signs for.
6. The client is, under no circumstance, obligated to use WRG for services that are not an emergency and/or those that require bidding.
7. All invoices are due within 30 days of receipt. If the invoice is not paid on time, Preferred Client discounts will not apply. The exception to this is when a first party insurance claim is involved. If the client is waiting on insurance proceeds, the deductible amount is due to WRG within 10 days of receiving invoice, and the remainder of the invoice is due within 10 days of receiving insurance proceeds or within 75 days of receiving the invoice, whichever comes first. Discounts apply only to the portion that client is responsible for. Discounts are intended for client, not insurance carriers.
8. If the client does not comply with this agreement, WRG is entitled to be refunded all the discounts given to date. The refund applies only to jobs that were done during the time this agreement was in place.
9. WRG and Client can terminate this agreement at any given time for any given reason with a 30 day written notice.
10. For the client to receive one (1) free mold job worth up to \$2,500, WRG must receive at least \$10,000 in business (mold, water, fire) within the first year of the agreement. Once WRG has done \$10,000 worth of business, the client is entitled to one (1) mold job worth up to \$2,500 at no charge. This benefit will not be given as a refund or credit. Benefit is given as a job.
11. Discounts only apply to non-bided work. It is assumed that when work is bided, clients will choose the lowest bid.
12. For clients to be entitled to any of the benefits mentioned in our PCP, their PCP must be up to date. The original PCP (which contains the period time in which the client earned the benefit) must be current or must have been renewed within seven (7) days of expiration. If expired, the client cannot renew PCP after more than seven (7) days for the sole purpose of collecting a benefit.
13. WRG reserves the right to pass all indirect costs associated with mobilization, logistics, and securing of additional equipment and labor from outside of the area during an area wide catastrophe, or larger jobs (>\$50K) to Clients. Area wide catastrophes include but are not limited to floods, tornadoes, hurricanes, tropical storms, and earthquakes.
14. Client understands that when a first party property insurance claim is involved, WRG will bill client unit pricing, whether it be Xactimate or T&M, only up to that unit pricing amount approved by Insurance carrier. This assures client that they will not be paying anything in excess of unit pricing approved by their carrier. PCP Pricing is intended to benefit client, not insurance carriers, therefore the pricing applies only to bills not involving insurance.



# Preferred Client Program Agreement

The above-mentioned parties in mutual agreement hereto have executed commencing on day of \_\_\_\_\_, 20\_\_\_\_ & expires the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

Client:

WRG:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title